

Paper reference 20161K
Pearson BTEC
Level 3
Nationals Extended Diploma

INFORMATION TECHNOLOGY
UNIT 14: IT SERVICE DELIVERY

(Part B)

Supervised hours: 8 hours

Information Booklet

X71614A

SET TASK BRIEF

Warrington Boats is a boat hire company based on the Manchester Ship Canal. The company is a small family business that offers boats for hire for canal cruises and holidays. It also hires some static boats for canal – based accommodation.

The company owns a marina where the boats are based. It also has workshops, storage facilities and offices at the marina.

**The company employs 23 members of staff.
Some of the staff work part – time.**

There is a full – time office manager.

There are part – time administration assistants who deal with the general administration of the company, including financial administration, as well as the bookings for boats.

The office manager is responsible for staff work rotas for all staff in the company. The staff may obtain their work rota from one of the administration assistants.

(continued on the next page)

Turn over

SET TASK BRIEF continued

The workshop manager is responsible for the marina compound, overseeing maintenance activities, the workshops and storage facilities as well as having overall responsibility for health and safety in the company.

There are maintenance staff who perform a variety of duties in relation to maintaining the marina and the boats. Preparation staff prepare the boats for rental.

The company has a website that provides information about the boats that can be hired. It has an online booking form that can be sent to the company to request a booking. The website is hosted by a web hosting service provider.

The computing facilities in the company consist of a fileserver with a PC used by the office manager and three PCs available to the administration assistants. One of the three PCs is located in the reception area. All the PCs have internet access.

(continued on the next page)

SET TASK BRIEF continued

The workshop manager, workshop assistant manager, maintenance staff and supervisors have access to laptop computers. These computers have issues with the Wi – Fi link to the main administration building.

Sometimes the staff have to bring the laptops to the main administration building to gain internet access as well as accessing files on the file server.

Most of the IT equipment has been in place for several years and is due to be upgraded or replaced, as necessary.

The full – time office manager and part – time administration assistants are located in the main administration building. There is an office for the office manager and a general office that includes the reception area for the company.

The workshop manager and assistant workshop manager share an office located in the workshop. The supervisors share another office in the workshop.

(continued on the next page)

TABLE

WARRINGTON BOATS	
Location	Manchester Ship Canal, Warrington
Number of on – site staff – 23	Office Manager (1) Administration Assistants (4 part – time) Workshop Manager (1) Workshop Assistant Manager (1) Maintenance Staff (6) Preparation Staff Supervisors (2) Preparation Staff (8 part – time)

(continued on the next page)

Turn over

<p>Staff information</p>	<p>OFFICE MANAGER</p> <ul style="list-style-type: none"> • Supervises the running of the boat hire company • Hires staff • Organises staff rotas • Manages the payroll • Supervises the website content. <p>ADMINISTRATION ASSISTANTS</p> <ul style="list-style-type: none"> • Take bookings for boat hire • Process payments • General office administration • Reception duties relating to customer bookings. <p>WORKSHOP MANAGER</p> <ul style="list-style-type: none"> • Prioritises maintenance activities to be undertaken • Authorises maintenance tasks to be completed • Designated Health and Safety Officer • Generates purchase requisitions.
-------------------------------------	---

(continued on the next page)

Turn over

<p>Staff information continued</p>	<p>WORKSHOP ASSISTANT MANAGER</p> <ul style="list-style-type: none"> • Allocates maintenance tasks • Identifies staffing requirements for maintenance and preparation of boats • Does the stocktaking. <p>MAINTENANCE STAFF</p> <ul style="list-style-type: none"> • Perform authorised maintenance tasks • Move the boats to where they are needed. <p>PREPARATION STAFF SUPERVISORS</p> <ul style="list-style-type: none"> • Liaise with administration staff to establish which boats need to be prepared for rental • Allocate staff to prepare boats for customers • Supervise the preparation of boats for customers.
---	--

(continued on the next page)

Turn over

Staff information continued	PREPARATION STAFF <ul style="list-style-type: none"> • Prepare boats for customers • Identify maintenance to be carried out on boats.
--	--

The premises include:

GENERAL OFFICE

- Office Manager – 1 dedicated desktop computer
- Administration Assistants – 2 shared desktop computers
- Reception area – 1 desktop computer

GENERAL OFFICE ANNEXE

File server is located in the annexe which is accessed via the General Office.

WORKSHOP OFFICE

- Workshop Manager – 1 dedicated laptop computer
- Workshop Assistant Manager – 1 dedicated laptop computer

(continued on the next page)

Turn over

SET TASK BRIEF continued

WORKSHOP

- **Maintenance Staff – 2 shared laptop computers**

SUPERVISORS' OFFICE

- **Supervisors – 1 shared laptop computer**

At the moment no staff have access to any tablet devices. However, most of the information relating to boat bookings and maintenance would be accessed on tablet devices in the upgraded IT system.

The marina has berths for 30 boats used for cruising and five berths for the static boats.

In the future Warrington Boats is looking to improve systems by providing:

- **an updated website to include online boat bookings with real – time availability**
 - **GPS tracking for the location of boats**
 - **a staff rota management system that provides access to rotas for staff using their own mobile devices.**
-